

# Property Maintenance Cases Closed Codes & Regulations



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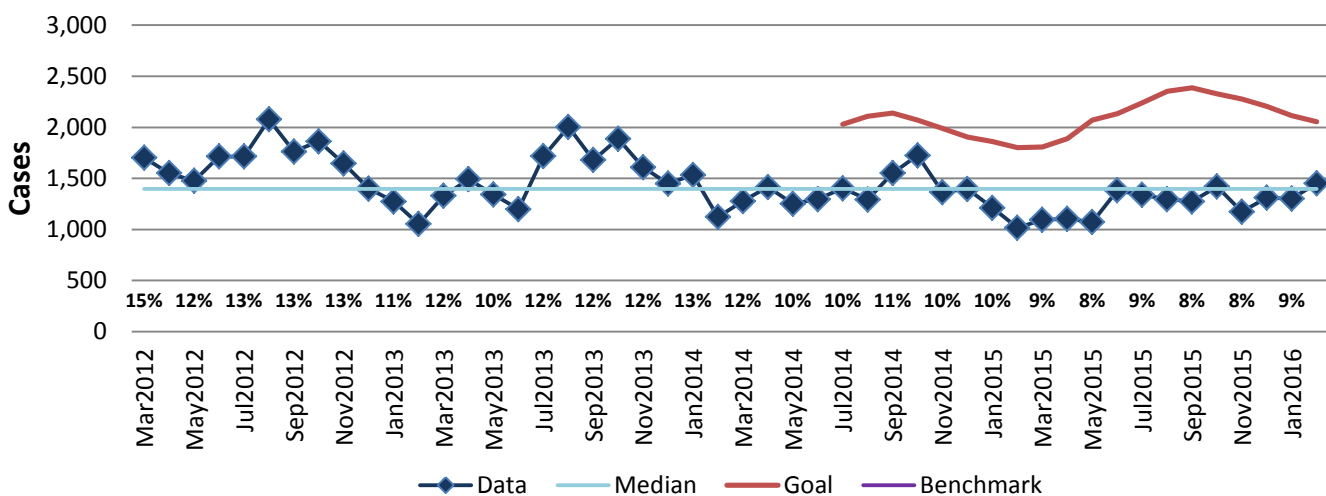
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Closed 12% of cases/month Goal: Close 15% of open Cases Each Month  Benchmark: TBD	Data Source: Hansen  Goal Source: Dept Management Team  Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Measure the number of cases closed by Property Maintenance Inspectors Why Measure: Measure our effectiveness at working with the public to resolve maintenance issues. Next Improvement Step: Short Term- Fill Openings. Focus on promptly reinspecting cases that show compliance in hearings.

## How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
<b>25,869</b>	<b>15,222</b>		<b>2,056</b>	<b>1,452</b>	
Cases	Cases		Cases	Cases	

## Property Maintenance Cases Closed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.